

County of Los Angeles

Strategic Plan



County Mission

- To enrich lives through effective and caring service

County Values

Our **philosophy** of teamwork and collaboration is anchored in our shared values:

- **Accountability** — We accept responsibility for the decisions we make and the actions we take.
- **Can-Do Attitude** — We approach each challenge believing that, together, a solution can be achieved.
- **Compassion** — We treat those we serve and each other in a kind and caring manner.
- **Customer Orientation** — We place the highest priority on meeting our customers' needs with accessible, responsive quality services, and treating them with respect and dignity.
- **Integrity** — We act consistent with our values and the highest ethical standards.
- **Leadership** — We engage, motivate and inspire others to collaboratively achieve common goals through example, vision and commitment.
- **Professionalism** — We perform to a high standard of excellence. We take pride in our employees and invest in their job satisfaction and development.
- **Respect for Diversity** — We value the uniqueness of every individual and their perspective.
- **Responsiveness** — We take the action needed in a timely manner.

Strategic Plan Goals

- 1. Operational Effectiveness:** Maximize the effectiveness of the County's processes, structure, and operations to support timely delivery of customer-oriented and efficient public services.
- 2. Children, Family and Adult Well-Being:** Enrich lives through integrated, cost-effective and client-centered supportive services.
- 3. Community and Municipal Services:** Enrich the lives of Los Angeles County's residents and visitors by providing access to cultural, recreational and lifelong learning facilities programs; ensure quality regional open space, recreational and public works infrastructure services for County residents; and deliver customer oriented municipal services to the County's diverse unincorporated communities.
- 4. Health and Mental Health:** Improve health and mental health outcomes and efficient use of scarce resources, by promoting proven service models and prevention principles that are population-based, client-centered and family-focused.
- 5. Public Safety:** Ensure that the committed efforts of the public safety partners continue to maintain and improve the safety and security of the people of Los Angeles County.

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